

In re Patent Application of:

**ALHADAD ET AL**

Serial No. 09/990,871

Filed: November 16, 2001

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the execution of one or more program processing actions by said call handling application program, so as to automatically trigger one or more actions[, including the automatic playback of one or more pre-recorded phrases by said voice message storage and retrieval mechanism to said party].

3. (Amended) The method according to claim 2, wherein step (c) comprises modifying the execution of one or more program processing actions by said call handling application program by performing at least one of hooking [a]and subclassing actions with respect to said call handling application program.

4. (Amended) The method according to claim 1, wherein said voice storage and retrieval mechanism is operative to automatically play back one or more pre-recorded phrases as said selected voice message to said party in the voice of said call handler, so that it appears to said party that said call handler is speaking said selected voice message.

10. (Amended) An arrangement for controlling the operation of a call handling facility, in which a voice communication is established between a party external to said facility and a call handler at a computer workstation of said facility, said computer workstation having a call handler

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display interface that is operative to display a plurality of objects in association with a call handling application program used by said call handler to service said party, said plurality of objects being respectively associated with different information components to be interfaced with said call handling application program in the course of said call handler servicing said party, said arrangement comprising:

a voice message storage and retrieval mechanism in which one or more voice messages are stored, and which is controllably operative to selectively play back a respective voice message stored therein in response to a voice message selection signal applied thereto; and

a program execution modification mechanism linked with said call handling application program, and which is operative, in response to said call handler performing a prescribed interaction with selected objects displayed by said call handler display interface, to modify the execution of one or more program processing actions by said call handling application program, so as to automatically trigger one or more actions[, including the automatic playback of one or more pre-recorded phrases by said voice message storage and retrieval mechanism to said party].

13. (Amended) The arrangement according to claim 10, wherein said voice storage and retrieval mechanism is

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operative to automatically play back one or more pre-recorded phrases as said selected voice message to said party in the voice of said call handler, so that it appears to said party that said call handler is speaking said selected voice message.

20. (Amended) The arrangement according to claim 10, wherein said program execution modification mechanism is operative to [modify]generate a text message displayed by said call handler display interface.

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: DIRECTOR, U.S. PATENT AND TRADEMARK OFFICE, WASHINGTON, D.C. 20231, on this 12 day of March, 2002.

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